

W-03515A-14-0310



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ARIZONA CORPORATION COMMI

UTILITY COMPLAINT FORM

Investigator: Michael Buck

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 119166

Date: 10/7/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

ORIGINAL

Complaint By: **Murphy**

Murphy

Account Name: The Murphy Family

Home: (000) 000-0000

Street:

Work: (000) 000-0000

City: Roosevelt

CBR:

State: AZ Zip: 85545

is:

Utility Company: **Tonto Basin Water Co., Inc.**

Division: Tonto Basin

Contact Name: Jason Williamson

Contact Phone:

Nature of Complaint:

OPPOSED DOCKET NO. W-03515A-14-0310

From:

Sent: Weaneday, October 01, 2014 1:04 PM

To: Michael Buck

Subject: Message from "RNP2BBA9D"

This E-mail was sent from "RNP2BBA9D" (Aficio MP 7001).

PO Box416

Roosevelt, AZ 85545

September 27, 2014

Arizona Corporation Commission

1200 W Washington Street

Phoenix, AZ

Arizona Corporation Commission

DOCKETED

OCT 08 2014

AZCORPCOMM Director- Utilities

DOCKETED BY

Ladies and Gentlemen of the Commission:

We are writing to you in regards to the Tonto Basin Water Company. We live in Roosevelt, Arizona, near Lake Roosevelt, and are customers of TBW. TBW pumps our water from a well located in our community. There are a total of five separate communities in Roosevelt and all of us are customers of TBW. We have one major problem with TBW and that is that the water is undrinkable due to the minerals and poor water quality. Roosevelt residents have to purchase drinking water at local stores in Globe or Payson. Some residents have water delivered; a few have reverse osmosis, which means we have to pay twice the amount for water. Approximately ninety-five percent of Roosevelt residents are retired and living on Social Security. Increasing our TBW bill by seventy-one percent will do major damage to those who have to count pennies to buy food. The seventy-one percent increase is TOO MUCH! We realize TBW wants to earn a BIG profit; however, seventy-one percent is

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excessive.

If TBW gets their seventy-one increase, will they improve the quality of the water so that it is drinkable? That would be great and would save Roosevelt residents a LOT of money. Making TBW responsible for drinkable water seems most important, at least to us.

Please consider both sides when making your decision. Thank you for a moment of your time.

Sincerely,

The Murphy family
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

10/7/14 DOCKETED CLOSED

INQUIRY NO. 119169 SENT TO COMPANY.
End of Comments

Date Completed: 10/7/2014

Opinion No. 2014 - 119166
